

Customer Service Report for EMIB

For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	1	0	0	1	0	0	0	0	2	0	2
Account Lockout	1	0	0	0	0	0	0	0	1	0	6
Edit Account	21	0	0	6	0	4	0	0	23	0	7
General Info	10	0	0	1	0	2	0	0	9	0	6
Password Reset	1	0	0	0	0	0	0	0	1	0	8
Password Self Service	1	0	0	0	0	0	0	0	1	0	23
Register/Open	4	0	0	451	0	0	0	0	455	0	0
Application Support											
COTS-NTS-GenInfo	1	0	0	0	0	0	0	0	1	0	15
ASR											
Other	0	0	0	3	0	1	0	0	2	0	0
Back Office Support											
Active Directory	3	0	0	10	0	0	0	0	13	0	8
Add Entry	2	0	0	0	0	0	0	0	2	0	1
Backup/Restore	1	0	0	1	0	0	0	0	2	0	24
Configuration	0	0	0	2	0	0	0	0	2	0	0
Create DL	1	0	0	0	0	0	0	0	1	0	20
Create Server Service	0	1	0	0	0	1	0	0	0	0	0
Hardware Enhancement	0	2	0	0	0	2	0	0	0	0	0
IM Hosting	3	0	0	0	0	0	0	0	3	0	7
Permissions/Shares	3	0	0	1	0	0	0	0	4	0	10
Release IP-DHCP	0	0	0	1	0	0	0	0	1	0	0
Reset Limits	13	0	0	2	0	0	0	0	15	0	10
Troubleshoot	2	0	0	0	0	0	0	0	2	0	3
CIT Categories											
LISTSERV	2	0	0	0	0	0	0	0	2	0	32

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
New Customer	0	0	0	2	0	2	0	0	0	0	0
Conference Room Support-Reserve											
Reserve	1	0	0	0	0	0	0	0	1	0	8
Email											
Dir Suppt/Change Entry	0	0	0	1	0	0	0	0	1	0	0
Exchange Email	10	0	0	8	0	2	0	0	16	0	15
General Info	17	0	0	0	0	2	0	0	15	0	9
MS Outlook	5	0	0	0	0	1	0	0	4	0	9
Outlook Web Access (OWA)	0	0	0	1	0	1	0	0	0	0	0
Spam Mail	1	0	0	0	0	0	0	0	1	0	15
General Information											
Inquiry	7	0	0	0	0	0	0	0	7	0	17
Hardware											
Acc/Periph/Config/Setu p	0	1	0	0	0	1	0	0	0	0	0
Printers/Install/Build	1	0	0	0	0	0	0	0	1	0	1695
Servers/Config/Setup	0	1	0	0	0	0	0	0	1	0	0
Servers/Move	1	0	0	0	0	0	0	0	1	0	6
Local LAN											
LocalLAN/Connectivity	3	0	0	0	0	0	0	0	3	0	5
LocalLAN/General Info	8	0	0	0	0	1	0	0	7	0	6
NIH Data Center											
Aperture Vista	0	2	0	0	0	0	1	0	0	1	0
NIH Services											
Other	0	0	0	1	0	0	0	0	1	0	0
NIHNET											
inquiry	0	0	0	1	0	0	0	0	1	0	0

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NIHnet											
Server Support-DNS	2	1	0	2	0	1	0	0	4	0	6
Web Site Issue (non-CIT)											
Inaccessible	0	1	0	0	0	0	0	0	0	1	0
Wireless Services											
BB/Configuration/Setu p	0	0	0	1	0	0	0	0	1	0	7
BB/Other	5	0	0	0	0	1	0	0	4	0	5
BB/Troubleshoot	1	0	0	0	0	0	0	0	1	0	14
Grand Total:	132	9	0	496	0	22	1	0	612	2	5

Total Tickets Closed:	614
Total Tickets Assigned/Pending/Checked Out:	23
Total Tickets Created:	637